**Business Requirement Document (BRD)**

**Project Details**

* Project Name: **QuickFix App**
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1. **Executive Summary**

QuickFix is an on-demand vehicle repair service platform that connects customers with local mechanics and repair shops for fast, reliable, and affordable car and bike repairs. The app offers 15-minute response times for immediate repairs, discounted parts, comprehensive vehicle servicing, and a marketplace that empowers local repair shops and technicians to grow their businesses. QuickFix includes a sustainable revenue model by charging commissions for each transaction and parts sold through the platform. In addition to serving urban areas, QuickFix is committed to providing vehicle repair and servicing solutions in rural village roads, addressing underserved regions, and prioritizing emergency roadside assistance. Initially launching in one state, QuickFix aims to scale to other states as demand increases, offering a user-friendly, scalable solution for vehicle repair and maintenance needs.

1. **Business Objective**
   * To provide fast, reliable, and affordable vehicle repair services to customers.
   * To empower local repair shops and independent technicians with a platform to grow their businesses.
   * To offer a seamless, integrated experience combining on-demand repairs, service and parts marketplace.
   * To provide vehicle repair services in rural village roads, addressing underserved regions, and prioritizing emergency roadside assistance.
2. **Scope**

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| --- | --- | --- |
| Category | In-Scope | Out-of-Scope |
| Customer Features | User registration, booking mechanics, nearby repair shops ,15-min response time, payment gateway | Non-vehicle repair services like appliance fixes |
| Mechanic Features | Service listing, job scheduling, offering discounted parts | Custom vehicle modifications |
| Admin Features | Dashboard for user and service management, scaling tools | Global or nationwide launch |
| Operational Scope | Launching in one state, supporting local shops | Offline requests via phone calls or physical outlets |
| Others | Discounted parts marketplace, notifications | Offering Industrial machinery parts |

1. **Target Audience**
   * **Car and bike owners** who need fast and reliable repair services.
   * **Local repair shops** looking to expand their customer base.
   * **Independent technicians** seeking a platform to connect with customers.
   * **Consumers** looking for discounted parts for their vehicles.
   * **Customers** seeking reliable roadside emergency assistance and quick vehicle repair solutions.
2. **Functional Requirement**

1. On-Demand Vehicle Repair Services

* Customers can request immediate repairs for their cars or bikes with a guaranteed 15-minute response time.
  + Users can choose from a list of nearby technicians or repair shops.
  + Real-time tracking of repair status, with updates sent to the customer.
* Ability to schedule appointments for future services.

2. Parts Marketplace

* Users can browse and purchase vehicle parts directly through the app.
* Offer discounted car and bike parts in the marketplace.
* Parts recommendations based on the customer's repair needs and vehicle type.

3. Local Repair Shop and Technician Marketplace

* Empower local repair shops and independent technicians to join the platform.
* Allow repair shops to list their services, rat and availability.
* Independent technicians can create profiles and offer services.

4. User Profiles and Service History

* Customers can create profiles that track their vehicle service history.
* The app can recommend services and parts based on the vehicle's needs.
* Technicians repair shops have their own profiles with reviews, ratings and service record.

5. Payment Gateway and In-App Transactions

* Secure payment processing for both services and parts purchases.
* Option for customers to pay via credit card, debit card, or mobile payment solutions.
* Option for customers to tip technicians for exceptional service.

1. **Non-Functional Requirement**

• Performance: The app must support real-time tracking of requests and repairs, with a minimal delay in service updates.

• Scalability: The platform must be able to scale from one state to multiple states efficiently.

• Security: User data must be securely stored and handled, with compliance to

local regulations like GDPR.

• Reliability: The app should maintain high uptime and ensure rapid responses to  
service requests.

• Compatibility:  The app must be compatible with both iOS and Android  
devices.

• User Experience: The interface must be simple, intuitive, and accessible to all  
users.

1. **Stakeholders**

|  |  |
| --- | --- |
| Stakeholder Type | Role |
| Customers | Use the app to find and book mechanics for vehicle repairs, service vehicle, roadside assistance. |
| Mechanics/Repair Shops | Offer repair services, sell discounted parts, and manage schedules. |
| Admin Team | Manage operations, oversee user activity, and monitor service quality. |
| Development Team | Build and maintain the QuickFix app platform. |
| Marketing Team | Drive app adoption through promotional efforts. |
| Support Team | Provide assistance to customers and mechanics. |
| Data Analytical Team | Collect mechanical shops, repair shops data and analyse data to improve service quality and user experience |

1. **Timeline**

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| --- | --- | --- |
| Phase | Tasks | Duration |
| Planning | Define scope, gather requirements | **2 months** |
| Design | Develop UI/UX prototypes | **1.5 months** |
| Development | Build app features and integrate payment | **3 months** |
| Testing | Conduct functional and performance tests | **1 month** |
| Launch | Roll out the app in the initial state | **2 weeks** |

9.**Risk and Mitigation Plans**

• **Risk**: Difficulty in recruiting local repair shops and technicians.  
• **Mitigation**: Offer incentives such as free platform usage for the first 6 months  
and highlight benefits in increasing customer reach.

**• Risk**: Customer dissatisfaction due to delayed service or parts.  
**• Mitigation**: Ensure strict quality checks, employ customer support teams, and provide clear communication about service times.

**• Risk**: Payment gateway failure

**• Mitigation**: Integrate redundant gateways to ensure smooth transactions.

**Risks and Mitigation for Rural Roads**

|  |  |
| --- | --- |
| **Risk** | **Mitigation** |
| **Limited Connectivity and Network Issues** | Implement offline booking options with SMS support and optimize the app for low-bandwidth usage. |
| **Delayed Response Times in Remote Locations** | Establish local hubs with mechanics closer to rural areas and optimize routing using GPS technology. |
| **Cost of Service Perception in Rural Markets** | Offer tiered pricing models and discounts to make services more affordable for rural customers. |

10. **Success Metrics**

* Achieving ***90%*** customer satisfaction within the first three months.
* Maintaining response times under ***15 minutes*** for ***95%*** of bookings.
* Expanding to additional states within the first year of operations.
* Achieve an average response time of ***30 minutes*** or less in rural areas.
* Generate ***10%-15% of total revenue*** from rural transactions.

11.**Uniqueness of QuickFix**

QuickFix stands out due to its innovative and customer-centric approach, offering features that are not currently available in the market. Unlike traditional vehicle repair services, QuickFix combines speed, affordability, and accessibility to provide a one-of-a-kind platform for vehicle repairs, vehicle service, roadside assistance. QuickFix's innovative approach and dedication to customer satisfaction make it a market pioneer, as no other app currently provides such a comprehensive and inclusive solution. By addressing key challenges in urban and rural markets, QuickFix redefines on-demand vehicle repair services.

Its uniqueness includes:

1. **Rapid Response Times**
2. **Empowerment of Local Mechanics**
3. **Discounted Parts Marketplace**
4. **Focus on Rural Areas**
5. **Scalable Design**
6. **Sustainable Revenue Model**

12.**Conclusion**

QuickFix is set to redefine the vehicle repair industry with its innovative, customer-centric approach. By connecting customers with local mechanics and repair shops, offering rapid response times, discounted parts, and expanding services to underserved rural areas, QuickFix ensures accessibility and affordability for everyone. With its unique features and scalable design, QuickFix is not just a platform for convenience but a tool for empowering local businesses and supporting emergency services.

The app’s commitment to solving real-world challenges, coupled with a sustainable revenue model and focus on rural development, positions QuickFix as a leader in the on-demand vehicle repair service market. Through collaboration, innovative thinking, and dedication, QuickFix will successfully meet the needs of modern vehicle owners and bring about a positive transformation in urban and rural areas alike.